

Some careers
have more impact
than others.



Cards Services Manager

HSBC is one of the world's leading banks, with a network covering 66 countries and territories. Our size and global reach mean we offer many ways for you to develop your career. We look for people who think, see and do things differently and who can represent and relate to our diverse global customer base. We want candidates who are motivated, curious, courageous, collaborative and dedicated.

We employ, develop and promote employees based on merit and provide a supportive and inclusive working environment. We want HSBC to be a place where everyone can be themselves and achieve their potential. Our aim is to have a diverse workforce so we can respond to the needs of our customers and develop better products and services.

In this role you will need to:

- Manage Credit Card Operations and Services in accordance with HSBC Group, Payment Industry Standards and Risk & Control Management principles,
- Leading the team of cards professionals and managing the relationships with external vendors
- Clearing and settlement arrangement with MasterCard
- Suspicious and unusual transaction investigation and monitoring
- Chargeback and disputes management
- Design and Implement credit card operations policies and procedures
- Lead, direct and/or participate card related projects

To be successful in this role, you should meet the following requirements:

- Proven self- motivational, analytical, planning, negotiation, organizational, problem-solving, lateral thinking, managerial and project management skills to be able to handle problems in a confident and decisive manner;
- Organized personality with ability to work under pressure and with tight deadlines, able to work with ambiguity and complexity, self-starter with high energy and enthusiasm;
- A high level of professional competence which helps to determine solutions around appropriate risk measures, mitigating controls and risk management processes;
- Leadership capabilities
- Strong knowledge of card products and related regulatory framework
- Ability to positively challenge existing process in order to improve the quality and efficiency of the service, adopting a 'can do' approach, strong change orientation, flexible and open minded.
- Good knowledge of banking and cards related systems and products.
- Strong written and verbal communication skills, presentation and negotiation skills in English, Russian and Armenian
- 5 years prior experience in cards services industry at managerial positions
- A master or post-graduate degree in Finance, Economics, Technology or a related field.

The following skills are essential for this managerial role:

- Ability to understand the actual needs of the business, to come up with operational solutions that are best tailored to the customers' needs.
- Ability to demonstrate judgmental thinking and effective decision-making in complex situation.
- Ability to conduct negotiations and expand the relationship with the internal and external stakeholders.

To apply for this role, please send your full CV and Cover Letter to vacancy.armenia@hsbc.com, with the subject "Cards Services Manager". Application closing date: 30/11/2018.



You'll achieve more when you join HSBC.